

SAMS I.Q. # 009

Issued: October 8, 2008

Question #26 :

I noticed that my number of Service Delivery meals on my invoice is off by a few, what could be causing this?

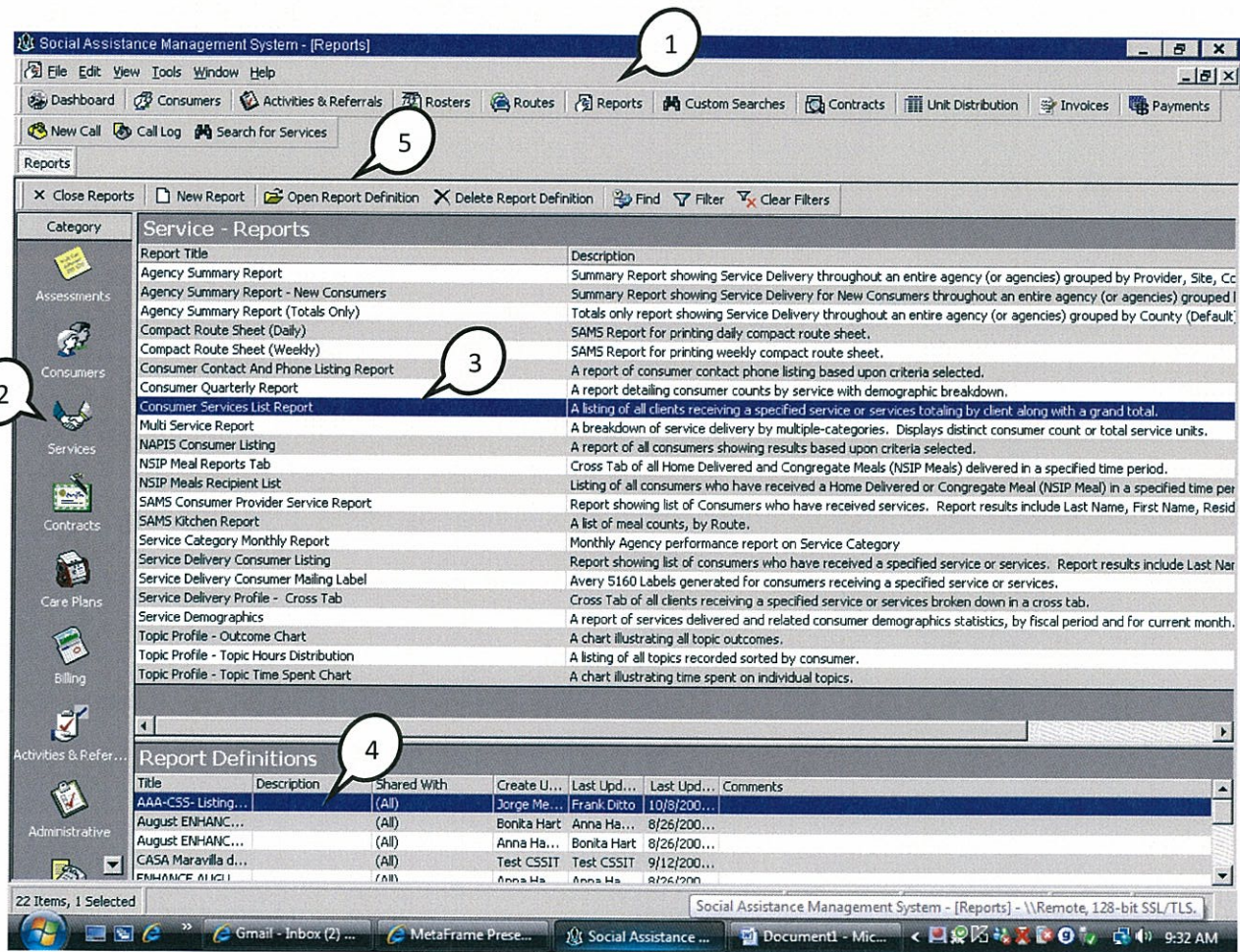
Answer:

We researched the problem in your case and found that some of your Service Deliveries were missing the Fund Identifier. After checking other providers we found this to be a common problem and usually involves a small number of Service Deliveries. The solution for this problem is in three steps;

1. We have contacted Harmony Systems to block the ability to delete the Fund Identifier or to do service delivery in with the incorrect identifier. We have been assured that this should be implemented in the next update.
2. Providers should review with staff that they should ensure that the service has the correct fund identifier or not delete a Fund Identifier as that is a primary key to invoicing the service delivery.
3. We have placed a report format in SAMS so providers can locate all services that have a "Unknown Fund Identifier" (deleted Fund Identifier). Use the instructions below to run the report and correct the Fund Identifier. Any Service Deliveries that were missing from a Service Delivery Invoice will show on the next Invoice provided you follow the invoicing instructions and have a start date of 07/01/2008 with an ending date of the end of the invoice period month.

Printing a list of Consumer Services with missing Fund Identifiers (Unknown Fund Identifier)

1. From the SAMS Main Menu select **Reports**.
2. Select **Services** from the navigation menu (Category).
3. Highlight the Report Title **Consumer Services List Report**



4. From the Report Definitions split window select **AAA-CSS-Listing Unknown Fund Identifier**.
5. Select **Open Report Definition**.

6. Go down to the **Service Delivery** section.
7. Under **Provider**, select your name and click the **OK** button.

The screenshot shows the Social Assistance Management System (SAMS) interface. The main window is titled "AAA-CSS- Listing - Unknown Fund Identifier - SAMS Consumer Services List Report". The left sidebar contains a tree view with sections: "Include Consumer Groups", "Report Header", "Report Security Access", "Care Providers", "Consumer Details", "Residential Location", and "Service Delivery". The "Service Delivery" section is expanded, and the "Provider" field is selected, highlighted with a callout '6'. A "Select Provider" dialog box is open, showing a list of providers. The "Santa Clarita Valley Committee On Aging" provider is selected, highlighted with a callout '7'. The "OK" button in the dialog is also highlighted with a callout '7'. The "Print Preview" button in the main window is highlighted with a callout '8'.

8. Select **Print Preview** and the following report will appear in the preview window.

9. The report can be very lengthy and you will only want to print the pages with missing Fund Identifiers, those records will be at the top of the report. Note that right above the services is a fund Identifier of **(Unknown Fund Identifier)**. Page down on the Print Preview to see how many pages you have of unknown fund identifier.

Social Assistance Management System - [AAA-CSS- Listing - Unknown Fund Identifier - SAMS Consumer Services List Report]

File Edit View Tools Window Help

Dashboard Consumers Activities & Referrals Rosters Routes Reports Custom Searches Contracts Unit Distribution Invoices Payments

New Call Call Log Search for Services

Reports AAA-CSS- Listing - Unknown Fund Identifier - SAMS Consumer Services List Report

X Close Report Save Report Save and Close Report Save Report As ... Clear All Filters Print Report Printer Setup Print Preview Stop Preview

AAA-CSS- Listing - Unknown Fund Identifier - SAMS Consumer Services List Report

Include Consumer Groups Yes

Report Header

Report Security Access

Shared With (All)

Modifications Allowed (All)

Care Providers

Care Managers (Any)

Care Manager Provider Role (Any)

Consumer Details

Residential Location

Towns (Any)

Counties (Any)

Municipalities (Any)

State (Any)

Zip Code (Any)

Service Delivery

Service Start Date (on or after)

Service End Date (on or before)

Agency (Any)

Provider Santa Clarita Valley Committee On Aging

Provider Role (Any)

Subprovider (Any)

Care Program/Services (Any)

Service Category (Any)

Service (Any)

Level of Care (Any)

Service Program (Any)

Care Program (Any)

Fund Identifier (Any)

Print as PDF

Preview

SAMS Consumer Services List Report

Service Period: unspecified

Client ID Last Name First Name PI

Fund Identifier: (Unknown Fund Identifier)

130629949 NIBB SUCALA

Residential Address: 2190 CHURCH ST, CALUMET, IL 60018

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

130630046 NICOLA JULIA

Residential Address: 2528 PLATA STREET DR, VALHALLA, GA 31555

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

130630042 BEHRENDT WITTE

Residential Address: 25317 AVE KOPPA, VALHALLA, GA 31555

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

130630043 HUGGESS BRUNST

Residential Address: 26105 OAK PLUM AVE, NEWHALL, CA 91321

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

130630047 GARYS ABREGO

Residential Address: 14302 VIA ST ANDREW LANE, GLENDALE, CA 91207

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

130630048 STEVENS BRUNST

Residential Address: 26111 OAK BRANCH CIRCLE, NEWHALL, CA 91321

7/30/08 Service: 33-C1 American Style

Provider: Santa Clarita Valley Committee On Aging

Subprovider: Santa Clarita Valley Committee On Aging

Agency: Los Angeles County AAA

Units: 1.00

Unit Price: \$

Sub Total: 1.00

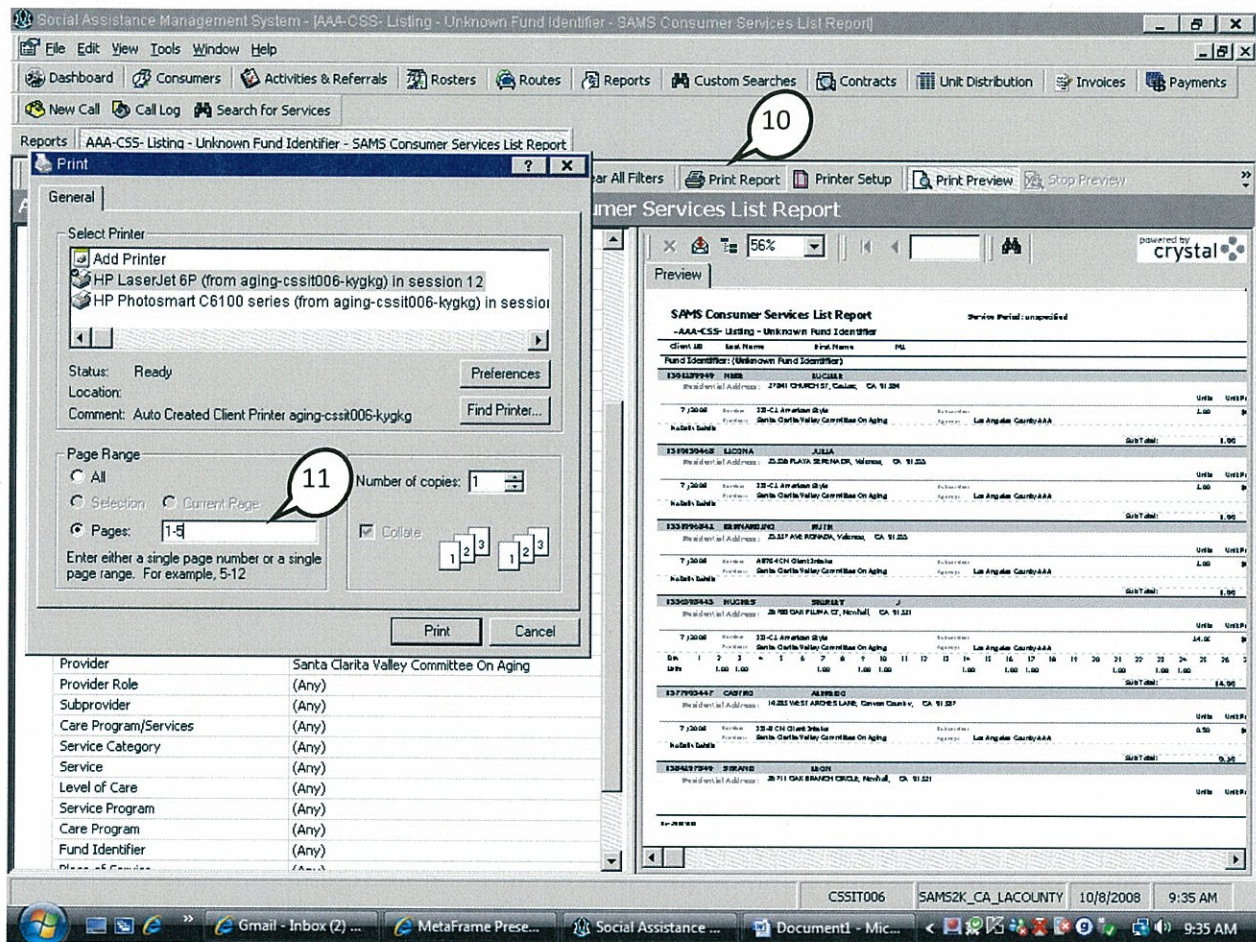
SSIT006 SAMS2K_CA_LACOUNTY 10/8/2008 9:34 AM

Gmail - Inbox (2) ... MetaFrame Prese... Social Assistance ... Document1 - Mic...

9:34 AM

10. Once you have the number of pages to print, then select **Print Report**.

11. Select in Page Range **Pages** and indicate the pages to print 1- (the number of pages).



12. Use the list to correct the missing fund identifiers.

13. Close the report and **DO NOT SAVE** as everybody will be using this definition and will temporarily select themselves as the provider while printing the report.